

COLTON WATER DISTRICT

20987 S. Hwy 211, P.O. Box 171
Colton, OR 97017
503-824-2500/503-824-2546 fax
TTY 800-735-2900
www.coltonwater.org

STOP! CALL BEFORE YOU DIG:

Call Utility Notification at 1-800-332-2344. Utility Notification will notify utilities of lines (water, power, telephone) to be located. Colton Water District locates only to the water meter. The water line from the meter to the dwelling was installed by and is maintained by the property owner. The District has no knowledge of where private water lines are located.

TIP: Over the years, small trees get big. A tree should be planted at least 10 feet away from water/sewer lines to be sure the roots can't reach either. When deciding where to plant, remember that tree roots will spread out as wide as the crown of the tree at maturity. Tree roots can fill up a water pipe or move it over time until the pipe breaks or leads to low water pressure. Many trees have been planted over the district's main water lines and the roots have or may eventually cause line breaks. District personnel will be evaluating areas where this is a potential and may need to remove trees to prevent future water leaks.

REQUEST FOR TELEPHONE NUMBERS: If you have changed your telephone number, or no longer use a land line, please provide us with your current telephone number. Customer information is not provided to outside sources.

WHAT ARE SOME OF THE THINGS MONTHLY WATER RATES PAY FOR?

- Saving for future construction projects
- Monthly Meter reading/Replacement of meters
- Drinking water treatment
- Personnel services
- Drinking water testing
- Pipe repairs/replacement

"A DROP IN THE BUCKET"

March 2024

WATER METERS: Meters are read once a month with the billing postcard going out about the 23rd of the month. Payment is due on the 15th of the following month.

ON-LINE BILL PAY: You can pay your bill on-line with a credit or debit card by **registering** at www.ub-pay.com. Follow the on-line instructions or watch the video.

You need to enter your account number, your name as it appears on the billing card and the **MUNICIPALITY CODE: ColtonOR017**. A fee is charged for this service, not by Colton Water District, but by the provider.

Staff cannot set up the account for you, but are happy to answer any questions you may have. Once registered, you can pay on-line and look at your account billing history.

Staff can take your credit/debit card payment over the telephone even if you haven't registered.

Payments can be mailed or dropped off in the black mail box at the end of the driveway in front of Colton Fire Station, 20987 S. Hwy 211. ColtonTel will accept drop off of water payments (**checks only**) in their drive-up mail box.

EMAILING BILLING STATEMENTS: If you would like your bill emailed to you please contact the office with an email address.

Questions about your bill? Contact the office at 503-824-2500.

LATE FEES: During COVID, late fees were suspended. The district will begin charging late fees with the July 2023 billing. The late fee rate will be 2.0% of the past due amount and will show on the billing card.

LET'S TALK LEAKS: Leaks are no fun. Leaks can be difficult to find. Leaks are costly to the customer and to the district. Leaks waste a valuable resource. If you have a leak please fix it as soon as possible. The district doesn't know where your water lines are located, but advice can be given on where to start looking for leaks or provide contacts for leak detection services.

If you have a leak, you can call the office to request a meter reading. This will give you information on how many gallons have been used and the potential cost. Otherwise, water meters are read once a month.

LONG RANGE IMPROVEMENTS: The District has a Water System Master Plan, prepared by the District's engineer. The Master Plan addresses the major questions on how to provide safe, reliable, potable water into the future while reviewing estimated costs associated with needed capital improvements.

Priority projects include replacing or upgrading the aging water treatment plant and upgrading pipe size within the distribution system. The estimated cost of the plant replacement and one pipe upgrade is just under \$5 million dollars.

To help offset costs associated with future capital improvements, the District will apply for grants and low interest loans from various state and federal agencies. The District may not be in a position to take on new debt prior to Fall 2023, but preparation is being done to review applications, and in some cases submitting applications, for potential grants and low interest loans to help fund future capital improvements.

PLAN AHEAD FOR EMERGENCIES: It's good to be prepared so you aren't caught without supplies,

like working flashlights, generators, extra food and bottled water. One gallon of water per person per day is recommended. The key to coping with emergencies are awareness, planning and working together.

COLTON WATER DISTRICT FACTS:

Customer Service Connections:	500
Number of Fire Hydrants:	46
Miles of distribution pipe:	46
Maximum daily water use:	200,000 gallons
Number of Pressure Reducing Stations:	6
Number of Reservoirs:	2
Water Stored in Reservoirs:	700,000 gallons
Number of Personnel:	Two Part-time employees
Number of Board Members:	5

Board members meet on the 3rd Tuesday of the month at 6 p.m. at Colton Fire Station

Board members are elected and serve a four-year term. Current board members and staff:

Board President:	Ken Carroll
Board Vice-President:	Colin Wait
Board Secretary:	Alan Gross
Board Commissioner:	Carl Stephens
Board Commissioner:	Teresa Bricker

Superintendent:	Pete Dostert
Manager:	Betty Hodges

WE ALL COUNT ON DRINKING WATER

Every day customers turn on their taps and get safe, clean water. Water is available 24 hours a day, year round, for drinking, fire protection, showers, cooking and keeping gardens green.

We don't often think about what we can't see – infrastructure that delivers water to us: water lines, pumps, reservoirs and the maintenance and costs required to keep transporting the water to our homes or businesses. Water is a valuable resource that we all should use wisely.